

# Maxwell Knowles

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## EXPERIENCE

**Zero Grocery**, Remote/Berkeley, CA

**May 2020 – Present**

*Product Manager (August 2021 – Present)*

- Scaffolded and led release strategy for Zero's first delivery windows option, allowing Zero to offer the feature on selected days and regions to ensure a safe, cost-sensitive, and customer-pleasing rollout
- Led development of substitutions feature, winning back 20% of potential out-of-stock revenue loss
- Pulled and manipulated Shopify and inFlow data via API GET endpoints and Python, writing and automating scripts in GCP that surfaced refund, out-of-stock, demand forecasting, and alcohol data
- Stitched GCP, Google Sheets, Python, and Streamlit together to release Zero's most comprehensive analytics web app, providing insight into item popularity, order metrics, order location, and more

*Associate Product Manager (May 2020 – July 2021)*

- Led design and hands-on implementation of a gig delivery system built on k-means clustering, dropping Zero's cost per delivery by 50%, automating driver signup, and increasing driver cohort 10x
- Oversaw development and release strategy for new picker app — based on a successful low-code prototype — decreasing average pick time per order by 40% in its first month of implementation
- Leveraged GCP, Python, and MongoDB data to write and automate scripts that surfaced fulfillment, cancellation, referral, demand forecasting, and live out-of-stock data, supporting multiple departments

**Business Intern for Truepill**, Remote

**February 2020 – May 2020**

- Referenced drugs.com, clinicaltrials.gov, and individual company websites to compile data on 1000 drugs based on trial phase, collaborating with the Director of Business Development
- Researched Crunchbase and other publications to identify rising startups in the life sciences space, compiling a list of potential business leads based on type and phase of drugs in progress

## LEADERSHIP EXPERIENCE

**Javelin Thrower for CMS Track and Field**, Claremont, CA

**January 2017 – Present**

- Voted Men's Team Captain and nominated for CMS Junior Athlete of the Year in 2019
- SCIAC Champion (2019), USTFCCCA All-West Region honoree (2019), USTFCCCA All-Academic (2019), and NCAA Qualifier, ranking 12th in DIII nationally in 2019

## EDUCATION

**Claremont Graduate University**, Claremont, CA

**May 2022**

*Certificate in Entrepreneurship*

**Claremont McKenna College**, Claremont, CA

**December 2020**

*Bachelor of Arts in Philosophy, Politics, and Economics*

**Relevant Coursework:** The Politics of the Gig Economy, Data Science & Statistical Learning, The Idea of Poetry, 7 Steps to Startup, Entrepreneurial Finance, Startup Business Models

## SKILLS & TOOLS

**Technical:** Python (proficient), R (proficient), MongoDB (proficient), Excel/Google Sheets (proficient), Google Analytics (proficient), Streamlit (proficient), Glide Apps (proficient), SQL (basic)

**Management & Design:** Scrum, Notion, Jira, Linear, Trello, Miro, Whimsical, Figma